

CAJO SERVICE LEVELS

CAJO SERVICES	NO SLA	CAJOSUITE SLA	PREMIUM SLA	DESCRIPTION
Response time	Best effort	2 business days	1 business day	When ticket received by support, the guaranteed response at latest.
Solution proposal	Best effort	3 business days	2 business days	Proposal on how to solve the current issue.
Priority status	-	√	√	Customers with SLA has always a priority status with first in first out order
Remote control support for Cajo lasers	√**	Only SW	√	Requires Internet connection to the device. **When no SLA, during warranty period only. After that invoicing according to then current price list.
Service Desk Ticketing System and support	√**	√	√	Requires Internet connection to the device. **When no SLA, during warranty period only. After that invoicing according to then current price list.
Maintenance instruction videos	√	√	√	Access to basic preventive maintenance practices videos
CajoSuite updates	-	√	√	Software updates and hotfixes available at least two times in year
Configuration service	-	-10 %	-15 %	Discount from list prices of hourly rate of software and other configuration work
Spare parts for laser	-	-	-15 %	Spare parts with discounted pricing. Typical spare parts are the lens, protective lens and a Tailor unit
Remote training	-	-10 %	-15 %	Discount from list prices. Additional training after training and commissioning.
Application Consultation	√	√	√	Remote consultation on best practices regarding laser marking solutions
Cajo Laser Marking Academy	-	-	√	Webinars including best practices content

* Site visits always agreed and quoted separately.

